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ADDENDUM NO. 1

Date: July 19, 2016

RFP 16-0433

RFP Title: 9-1-1 Legacy Logging Recorder System Replacement

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid or proposal response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with their response by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge each addendum may prevent the bid or proposal from being considered for award.

This addendum **does not** change the date for receipt of proposals.

Questions/Answers:

Question 1: Are the Backup Emergency Trunks at each PSAP Analog?

Answer 1: Yes. Converted on an AIMS Card.

Question 2: Are the Admin lines at each PSAP Analog? If not, please provide the PBX Make, PBX Model and model of telephone used.

Answer 2: Yes with the exception of Leesburg. Leesburg uses Cisco Unified Call Manager, version 9.1. Admin lines are all digital, and would be accessible via Ethernet and VoIP. If digital solutions exist, ECOC has an NEC system, Eustis and Mount Dora use Shoretel and the desk phone models are IP230, IP265, IP655 in the Chief's conf room. New handsets purchased will be IP480g. Groveland is using POTS Analog through a Nortel PBX.

Question 3: For 2.18, Are Respondents to provide a rack for each listed PSAP?

Answer 3: Depends on the size of the solution. Some limited rack space is available. Provide as an option with associated costs.

Question 4: For 2.1.2-7b Are Respondents to provide the IP KVM and 19" Monitor/Keyboard/Mouse for each listed PSAP?

Answer 4: Depending on solution provided. At a minimum, there will need to be local access to each device and apparatus. If this can be accomplished via another methodology, please advise. Both Leesburg and ECOC will require one as these are the Viper NODE sites.

Question 5: For 2.23 Should the spare parts list and cost to be provided as per PSAP or one single set

of spare parts to cover the entire county's solution. To clarify, if all machines share the same hot swap power supply unit, should 1 power supply be quoted or 6?

Answer 5: A recommendation of the spare parts is acceptable based on the provided solution. Quantities should depend on failure rate of the proposed solution.

Question 6: For 2.25.2 Are analog hand-offs to be provided as rj-45 plugs and Respondents recorders must provide RJ-45 patch panels for connecting to the Audio? 66 blocks are Unacceptable? Will there be 1,2,3 or 4 pairs of audio over each RJ-45 cable feed to the recorder?

Answer 6: Current solution is 66 Block with Amphenol to the recorder solutions.

Question 7: For 2.25.4 Are Respondents responsible for plugging cabling into customer equipment, or will the customer plug into equipment provided in 2.25.2

Answer 7: Any integration will be a joint vendor and owner partnership with proper technicians in place to accomplish.

Question 8: How many computers need client software installed at each PSAP? Please define those in need of Instant Recall, Q/A and Playback at each PSAP

Answer 8: Each PSAP Viper Position requires client software plus 2 for Admin purposes for every location.

Question 9: For 2.29.6 Is the county providing a redundant feed from the existing recorder to comply with the "no loss of recording" during the installation?

Answer 9: Cutover will have to be accomplished in a coordinated fashion that allows for no loss.

Question 10: What version of Viper software is being run?

Answer 10: Viper Version 4.1 with Cisco Switch Hdwe

Question 11: How are the Viper positions currently recorded? Analog, Analog with Contact Closure or VoIP at each PSAP?

Answer 11: Analog with Contact Closure Trunk and position based recording (position based recording uses off hook contact closure)

Question 12: Is contact closure available for analog recording of the Viper positions, if not in use?

Answer 12: Yes, being utilized currently.

Question 13: Is VoIP an available method to record the Viper positions, if not in use.

Answer 13: Yes, if solution warrants.

Question 14: Is ani/ali via serial feed from the Viper system available at each PSAP?

Answer 14: Yes, each object server may need to be programmed for ANI/ALI output on com port or it may be in use for CAD

Question 15: Will an Intrado technician be available for installation?

Answer 15: No, CenturyLink technicians and County staff who has access if needed/required.

Question 16: What version of Motorola software is being running?

Answer 16: 7.15 system release

Question 17: Are the Radio Consoles to be recorded at each PSAP Analog outputs? Are these considered Select Audio Outputs?

Answer 17: Analog outputs on the consolleTTes at the remote PSAPs

Question 18: What model are the Motorola Radio consoles?

Answer 18: MCC 7100 & 7500

Question 19: Are there two AIS servers or four AIS server? One or Two for the Lake County Sheriff's Office PSAP and One or Two for the EMS PSAP?

Answer 19: Two AIS servers for radio system housed off site at Tavares tower site

Question 20: Does the Motorola Radio system at the Lake County Sheriff's Office PSAP and EMS PSAP record the same thing?

Answer 20: Yes with Talkgroup access restricted by agency in addition to independent analog consollette backup redundancies.

Question 21: Are the Two AIS servers location in the same room and are considered redundant?

Answer 21: Yes/Yes

Question 22: Will a single recorder for each AIS server count as full redundancy for the radio system?

Answer 22: Yes as long as accessible uniformly

Question 23: Will a Motorola technician be available for installation of the recording system?

Answer 23: Can be available if needed

Question 24: What CAD is in place and what CAD is being considered to replace it?

Answer 24: All agencies are Spillman with the exception of EMS, Mount Dora and Leesburg. EMS is Zoll. Mount Dora recently received approval to convert to Spillman. They are reviewing the contract now and waiting on a user agreement with project implementation completion date at August 2017. Leesburg is using Sungard/OSSI.

Question 25: What exactly needs to be recorded and how should it be displayed in our GUI?

Answer 25: Viper trunks and positions and radio talkgroups Analog and AIS

Question 26: What feeds can they currently provide that they want integrated into our system?

Answer 26: Need specific clarification if the above answer does not clarify.

Question 27: What are the features that the above has and if our QA does the same, would they consider it as an alternative (same or better solution).

Answer 27: We will consider any solutions that can be used across the system with the solutions proposed. Please clarify.

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Typed/Printed Name: _____